

Schedule an Appointment for Liquor Commission services through

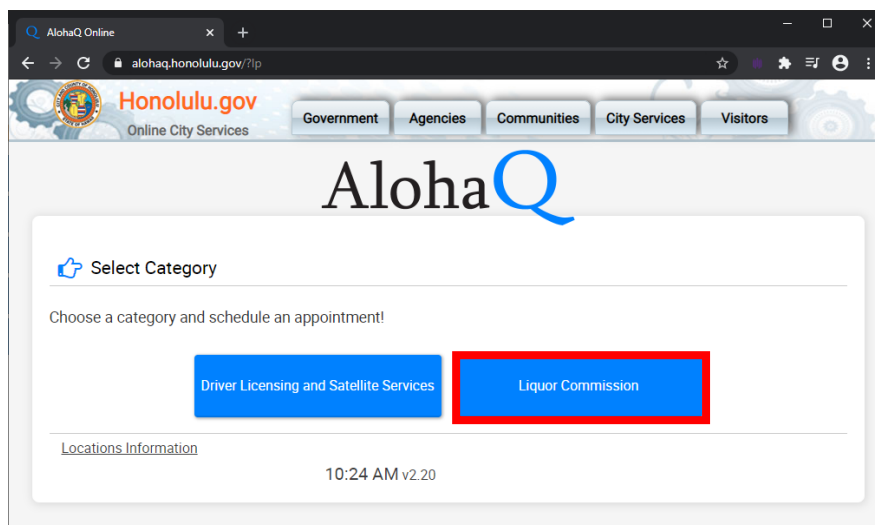


Customer User Manual

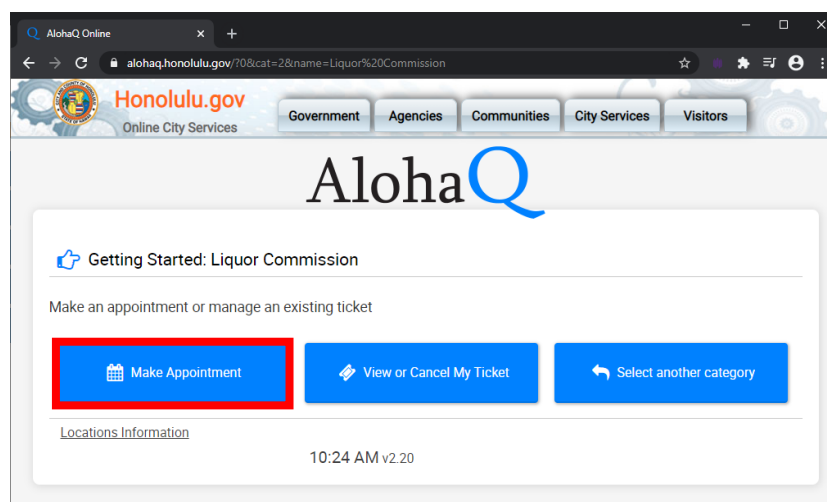
To make an appointment online, go to: <https://alohaq.honolulu.gov/?lp>.

I. Schedule an appointment

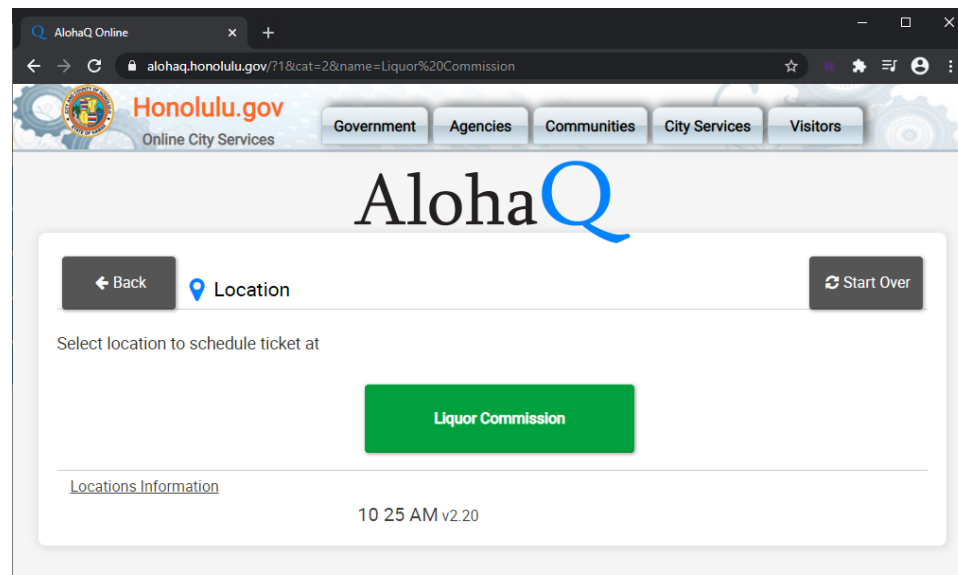
1. To start, click the **Liquor Commission** button.



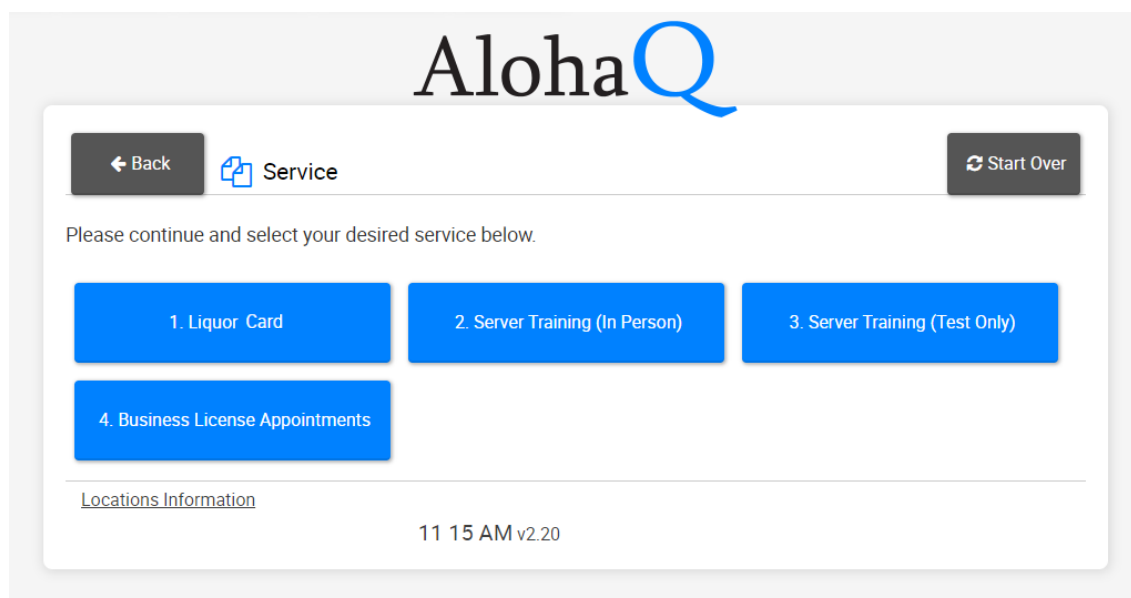
2. Click the **Make Appointment** button



3. Select a location by clicking the green **Liquor Commission** button.



4. Select the type of service you'd like an appointment for:
- 1 - Liquor Card [current time displayed]** – Any employee registering for a General Staff, Dancer or Host card. No Server Training class or test required.
 - 2 - Server Training (In Person)** – Any employee who is registering for a Manager, Assistant Manager or Bartender card for the first time.
 - 3 - Server Training (Test Only)** – Any employee who is registering for a Manager, Assistant Manager or Bartender card, and has previously completed the Server Training Class.
 - 4 - Business License Appointments** – to meet with an HLC staff member (not an investigator) regarding a licensing application, request or other matter.
**** For an appointment with a Licensing Investigator, customers must contact their assigned investigator directly to schedule ****



5. Select a day and time (7:45 AM – 3:35 PM) for your appointment.

The screenshot shows the 'Date and Time' selection interface. At the top, there's a navigation bar with 'Back', 'Date and Time', and 'Start Over' buttons. Below the navigation bar, the text 'Select date and time for your scheduled ticket' is displayed. On the left, a calendar for 'October 2020' is shown, with the 21st highlighted. On the right, a grid of time slots for 'October 21, 2020' is displayed, ranging from 7:45 AM to 9:20 AM HST. The time slots are arranged in a 5x4 grid, with the last slot being empty.

6. After making your selections, you'll have 3 minutes to finalize scheduling. Provide your first name, last name and mobile phone number. Click the **Sign up** button to complete.

The screenshot shows the 'Sign-Up' screen. At the top, there's a navigation bar with 'Back', 'Sign-Up', and 'Start Over' buttons. Below the navigation bar, the text 'Complete form below' is displayed. A red banner indicates '2 minutes 42 seconds before sign-up expires'. Below the banner, there are three green input fields for 'LIQUOR', 'COMMISSION', and '(808) 768-7300', each with a checkmark. A blue 'Sign up' button is located below the input fields. To the right, a box titled 'AlohaQ Scheduled Ticket' contains the following information: 'LAST NAME ON THIS TICKET MUST MATCH THE APPLICANT APPLYING FOR SERVICE.', 'NAME: LIQUOR COMMISSION', 'SCHEDULED TIME: 8:00 AM HST', 'DATE: October 13, 2020', 'LOCATION: Liquor Commission', and 'SERVICE: 1. Liquor Card'. At the bottom, there is a link for 'Locations Information' and the text '3 00 PM v2.20'.

7. Appointment confirmations:
 - a. In your web browser, you'll see a confirmation similar to the one below.
 - i. You may also take a screenshot of this page, as proof of scheduling.
 - b. A text message, confirming your scheduled appointment, will be sent to the mobile number you provided.
 - c. Complete the Liquor Card Registration form by clicking the button at the bottom of the confirmation ticket.
 - d. If you scheduling an appointment for a manager's card, complete the Manager's Authorization Letter form (Owner/Officer signature required), also located at the bottom of the confirmation ticket by selecting the "Manager Authorization" button.

The screenshot shows a web browser window with the URL alohaq.honolulu.gov/?5&cat=2&name=Liquor%20Commis.... The page header includes the Honolulu.gov logo and navigation links for Government, Agencies, Communities, City Services, and Visitors. The main heading is "AlohaQ".

The confirmation status is "Complete" with a checked checkbox. Below this, a message states: "You successfully scheduled the ticket. Please print or take a screenshot as it may be requested as documented proof of appointment."

The ticket details are as follows:

- AlohaQ #7300**
- LAST NAME ON THIS TICKET MUST MATCH THE APPLICANT APPLYING FOR SERVICE.**
- Please proceed to the waiting area for your ticket number to be called.**
- NAME:** LIQUOR COMMISSION
- CONFIRMATION CODE:** 2519943
- SCHEDULED TIME:** 8:00 AM HST
- DATE:** October 13, 2020
- LOCATION:** Liquor Commission
- SERVICE:** 1. Liquor Card

A QR code is displayed with the following instructions:

- Use a QR scanning App to manage ticket
- Visit alohaq.org for future ticketing services
- Non-transferable. Non-saleable.

At the bottom, there are five buttons:

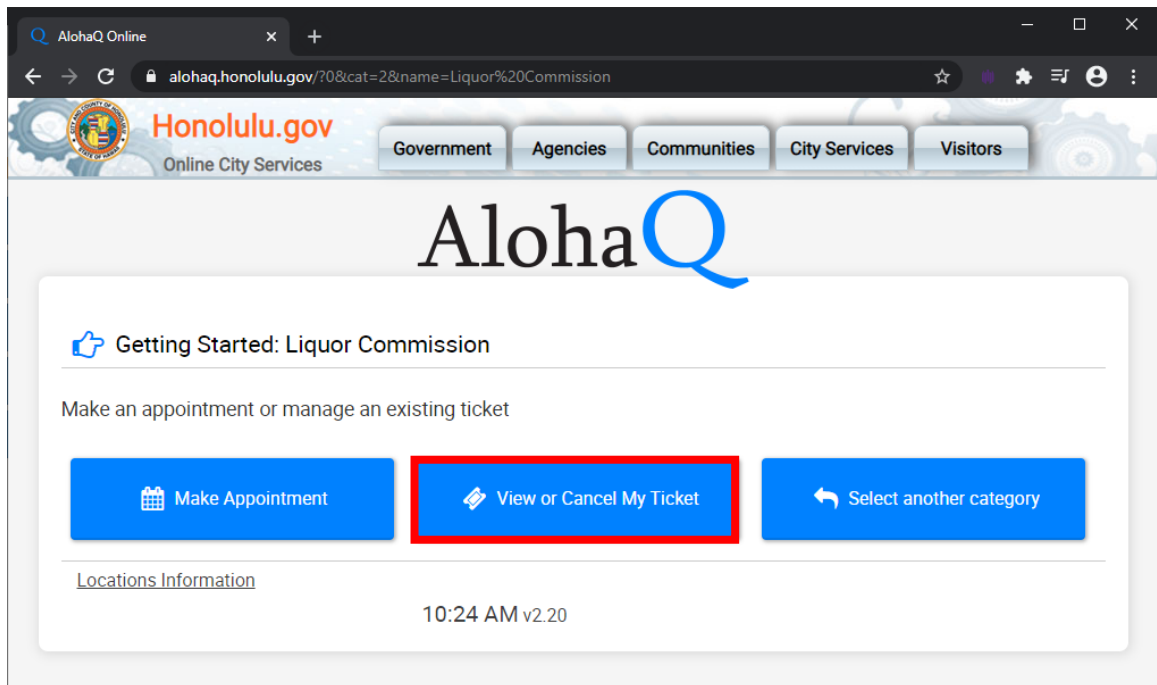
- Print
- Cancel Scheduled Ticket
- Exit
- [Liquor Card Registration Form](#)
- [Manager Authorization](#)

At the very bottom, there is a link for [Locations Information](#) and the text "3:01 PM v2.20".

8. Click **Exit** to go back to the initial *AlohaQ* page, or simply close your web browser.

II. Print Confirmation or Cancel an Appointment

1. Click the **View or Cancel My Ticket** button.



2. Complete the form by providing your last name and either your confirmation code or the phone number you provided for scheduling. Click the **View Ticket** button.

The screenshot displays the 'AlohaQ Ticket History 2020-10-1' page. The header is identical to the previous screenshot. The main heading is 'AlohaQ'. Below it, there are 'Back' and 'Manage Ticket' buttons on the left, and a 'Start Over' button on the right. The section is titled 'Manage your ticket'. It contains two green bars with checkmarks: the first has the text 'COMMISSION' and the second has '2519943'. Below these is a text input field with a red asterisk icon and the placeholder text 'Phone Number (digit only w/ area code)'. A blue button with an information icon and the text 'View Ticket' is positioned below the input field. At the bottom, there is a link for 'Locations Information' and a timestamp '3:02 PM v2.20'.

3. On your appointment's confirmation screen, scroll to the bottom and click either the **Print** or **Cancel Ticket** button.

The screenshot shows a web browser window with the address bar displaying `alohaq.honolulu.gov/?c&cat=28&name=Liquor%20Commission`. The page header includes the Honolulu.gov logo and navigation links for Government, Agencies, Communities, City Services, and Visitors. The main heading is "AlohaQ". Below this, there are buttons for "Back", "Manage Ticket", and "Start Over". The "Manage Ticket" button is active, and the text "Manage your ticket" is displayed. The ticket details are as follows:

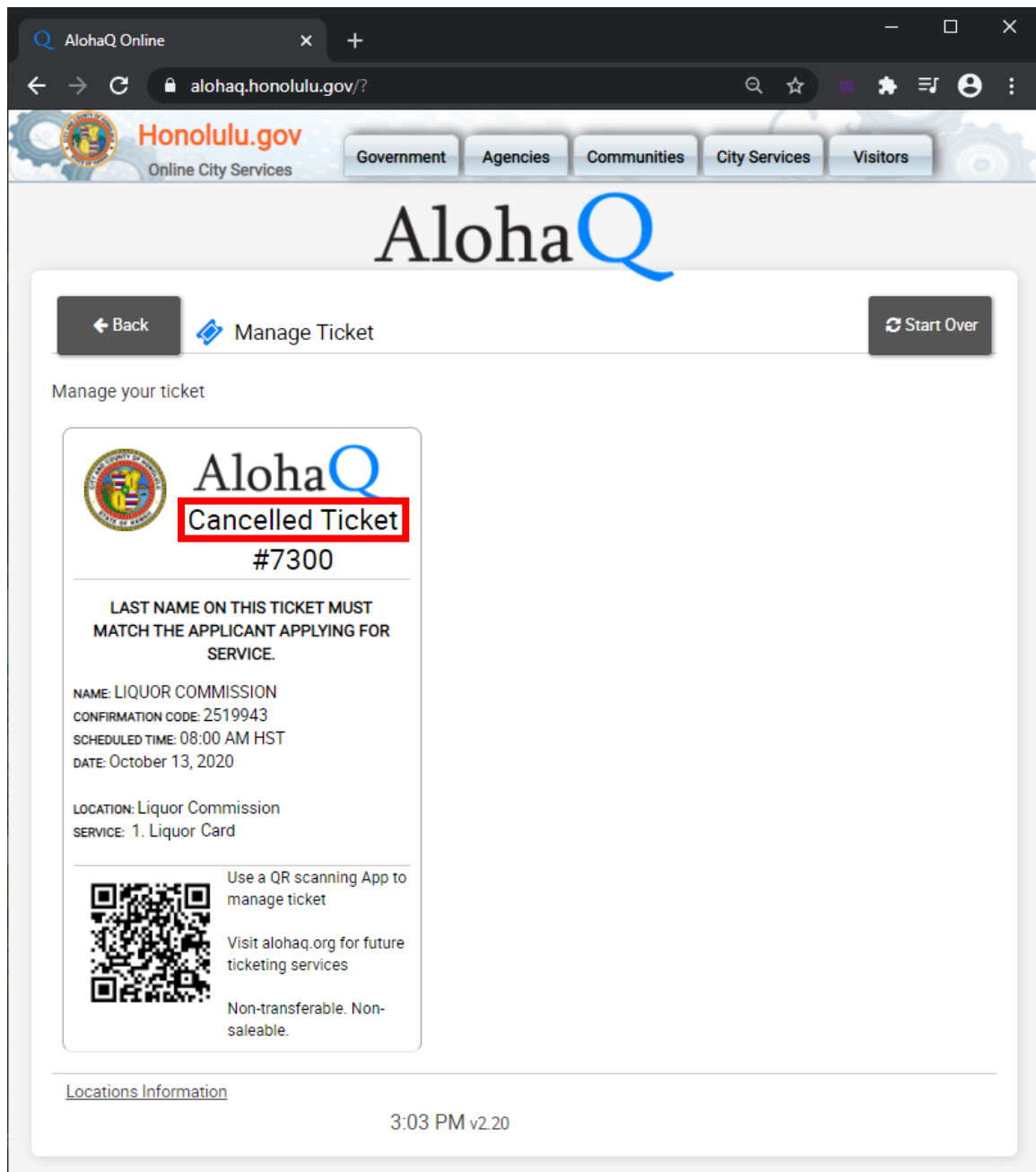
- AlohaQ #7300**
- LAST NAME ON THIS TICKET MUST MATCH THE APPLICANT APPLYING FOR SERVICE.**
- NAME:** LIQUOR COMMISSION
- CONFIRMATION CODE:** 2519943
- SCHEDULED TIME:** 08:00 AM HST
- DATE:** October 13, 2020
- LOCATION:** Liquor Commission
- SERVICE:** 1. Liquor Card

A QR code is displayed with the following text:

- Use a QR scanning App to manage ticket
- Visit alohaq.org for future ticketing services
- Non-transferable. Non-saleable.

At the bottom, there are two blue buttons: "Print" and "Cancel Ticket". Below these buttons is a link for "Locations Information" and the text "3:03 PM v2.20".

4. If cancelling an appointment, both buttons will disappear and your confirmation will say "Cancelled Ticket."



5. When finished, simply close out your web browser.